

TFSC Compact with Texans

Agency Mission

“The mission of the Texas Funeral Service Commission is to protect the public from deceptive practices in the funeral and death care industry through a process of impartial enforcement, inspection, licensing and education in order to guarantee that every citizen’s final disposition is conducted professionally and ethically.”

This mission statement stresses the agency’s directive to protect the public from unethical or deceptive funeral and death care practices and from unqualified or unprofessional death care personnel.

Customer Services Provided

The TFSC has two major functions - - ensuring competent, well-qualified professionals are licensed to serve the public and ensuring compliance with statutory requirements through inspections and the investigation of violations. The Commission’s licensing services include the review of the qualifications of applicants and the administration of examinations in order to identify those applicants who meet the standards of licensure set by the Commission. The Commission’s compliance functions include the investigation of complaints against licensees and the inspection of facilities.

Communications with the Commission

Regular communications with the Commission and its staff can be made verbally or in writing.

Telephone Calls

A caller can expect to talk to an agency staff member within an average of five rings; the staff member should make one transfer of the call to the appropriate staff person to address the caller's inquiry. All calls are received at the Commission office Monday through Friday, 8:00 a.m. to 5:00 p.m., excluding state holidays. If the staff person that the caller needs to speak to is unavailable on the day of the call, the caller may leave a voice mail or a written message and expect a return call.

Letters

Letters are responded to within two weeks, unless it becomes necessary to obtain a response from the Commission. If a letter must be held and presented to the Commission, a letter to this effect is provided to the writer of the inquiry within two weeks of receipt.

Telecopier

The Commission receives faxes in limited situations, due to the requirement in licensing for verifiable documents.

E-Mail

E-mail is accepted for the purpose of open record requests. This e-mail address is info@tfsc.texas.gov.

Response Times for Customer Services

The Commission strives to provide all services to its customers in a timely manner.

- License applications are processed within two to three days of receipt, unless it becomes necessary to obtain a response from the Commission.
- A complaint filed against a licensee for whom a violation of a Commission rule or state law can be substantiated will be investigated and acted upon within 120 days. A complaint filed against a licensee that cannot be substantiated will be resolved within 30 days.

Publications

The following publications may be found on the Commission's website:

- The Cemetery and Crematory Services, Funeral Directing, and Embalming Act (Texas Occupations Code Chapter 651) and the Commission's current rules
- *Facts About Funerals* - a consumer brochure developed by the Commission to provide information about mortuary law
- TFSC Quarterly Newsletter

Additionally, the Commission has a description of the Commission's procedures for complaint investigation and resolution, as well as a complaint form on its website under the "Complaint Procedures" link.

Individuals wishing to obtain a listing of all current licenses, their addresses, and telephone numbers in both alphabetical and geographical formats may access the "Public License Search" feature on the agency's website.

Concerns Regarding Commission Services

Any individual who has concerns regarding the Commission or its services should write to the Executive Director who is the agency's designated customer service representative. Each concern is given top priority and is responded to within two weeks. Should the Executive Director not be able to resolve a concern, it is referred to the Commission and the individual is provided a written response from the Commission.

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